

DEPARTMENT OF THE ARMY
Headquarters, U.S. Army Medical Department Center and School
and Fort Sam Houston
Fort Sam Houston, Texas 78234-5014

Regulation
Number 612-2

1 July 2000

Personnel - General
Sponsorship Program

Issue of supplements to this regulation is prohibited, unless specifically authorized by Commander, U.S. Army Medical Department Center and School(AMEDDC&S)and Fort Sam Houston(FSH), Texas 78234-5014

OVERVIEW

1. PURPOSE. This regulation implements AR 600-8-8, The Total Army Sponsorship Program. It establishes standards to ensure new personnel are prepared, welcomed, transitioned, and made mission ready in an efficient and effective manner.

2. APPLICABILITY. It applies to Active Army, Army National Guard, U.S. Army Reserve, and Appropriated Fund civilian employees assigned to, attached, or serviced by HQ, AMEDDC&S & Fort Sam Houston.

3. REFERENCES. Required and related regulations are listed in Appendix A.

4. ABBREVIATIONS AND TERMS:

ACS	- Army Community Service
AG	- Adjutant General
NLT	- Not later than
SITES	- Standard Installation Topic Exchange Service
Non IETs	- Non Initial Entry Trainees
IETs	- Initial Entry Trainees
ISC	- Installation Sponsorship Coordinator
RAPM	- Relocation Assistance Program Manager

5. POLICY. Commanders require new personnel to dedicate their full attention to be "mission ready" at the earliest possible time. Relocation has traditionally translated to a period when newcomer attention is split between getting self and family settled and trying to be a useful member of the new unit.

*This Regulation supersedes AMEDDC&S Memo 600-5, 1 Aug 94.

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Effective sponsorship allows the soldier to initiate the mission-ready process before departing the losing organization and expedites the process upon arrival at the new unit.

6. GENERAL:

a. The AMEDDC&S & FSH Sponsorship Program is the Installation Commander's program. The commander's emphasis on the importance of sponsorship, both at the brigade and unit level, drives the level of effort dedicated to a successful sponsorship program. This regulation addresses sponsorship for military personnel on Permanent Change of Station (PCS) orders, students in long term courses, and civilian transfers.

b. The appointment of a sponsor is mandatory for all personnel undergoing a PCS move to a unit serviced by AMEDDC&S and the U.S. Army Garrison, FSH who meet the following requirements:

(1) Permanent party military below the rank of colonel.

(2) Civilians below the grade of GS-15.

(3) Trainees:

(a) Non Initial Entry Trainees (Non IETs) are sponsored by their Teaching Administration Counseling (TAC) officer within the training battalions.

(b) Initial Entry Trainees (IETs) are sponsored by their Drill Sergeants within the training battalions.

c. The Human Resource Business Center (HRBC) receives assignment instructions on permanent party military and Non IETs at least 60 days prior to report date. However, due to TDYs, leaves, schools, and/or personal needs, the newcomer may be making departure plans that will reduce the amount of time available to make contact. The 187th and 232d Medical Battalions are responsible for unit notification and sponsorship of all IETs and Non IETs. For those not assigned to the battalion overhead, Academy Battalion will coordinate with the directorates. The Civilian Personnel Advisory Center (CPAC) is responsible for notifying commanders/directors of civilian transfers. The FSH standard for sponsorship from assignment notification to first communication is 10 duty days. The communication can be by telephone call, e-mail, or letter.

d. No-Notice or Short-Notice Assignments cause the most challenges. The AMEDDC&S & FSH standard for no-notice or short-notice notification is 3 duty days. For no-notice arrivals, the HRBC will contact the newcomer at the In- and Out-Processing

Center in Bldg. 367, determine unit of assignment, notify the unit, and obtain unit sponsor. The sponsor will then proceed to Bldg. 367, and meet the new arrival. For short-notice assignments (assignment instructions with a report no later than date (RNLTD) of 60 days or less), the unit sponsor will be identified by the unit immediately upon notification by HRBC of assignment instructions.

e. Welcome letters will be sent from brigade commander for officers and brigade command sergeant major for enlisted. Welcome letters will also be sent from battalion (activity) commanders for officers, command sergeant majors for enlisted soldiers, or commander/activity director for civilian employees; and a personal memorandum will be sent from the appointed sponsor.

f. When a newcomer is diverted, all sponsorship activities will continue until a new sponsor is designated. When the new sponsor is identified, all information will be passed on to him/her.

g. For those units serviced by the HRBC at Fort Sam Houston and not within the geographic area the following procedures apply:

(1) The ranking U.S. Army Commander briefs sponsors on their responsibilities.

(2) The ranking U.S. Army Commander also briefs departing personnel on their responsibilities as newcomers and what they should expect from their sponsor.

Section A - Roles and Responsibilities

7. INSTALLATION COMMANDER:

a. Implements the AMEDDC&S & FSH Sponsorship Program in accordance with AR 600-8-8. Monitors and evaluates the program through the use of DA Form 7274 and the CSFS Form 4293-R, FSH Newcomer Sponsorship Satisfaction Survey, as required.

b. Appoints the Installation Sponsorship Coordinator (ISC) with responsibility to coordinate and manage the AMEDDC&S & FSH Sponsorship Program.

c. Appoints the Installation Relocation Manager (IRM) from Army Community Service (ACS) with the responsibility to support relocation assistance programs and provide a sponsor training support package.

d. Ensures family members of deployed soldiers and civilians are kept informed about activities of the deployed unit and services offered on the installation through "Town Hall" meetings.

8. HUMAN RESOURCE BUSINESS CENTER (HRBC):

NOTE: For AMEDDC&S & FSH supported units separated from the installation, the term HRBC applies to the ranking U.S. Army commander.

- a. Oversees the Installation Sponsorship Program.
- b. Ensures the Installation Sponsorship Coordinator and Relocation Manager are briefed and trained on their responsibilities toward the sponsorship program.
- c. Consolidates and analyzes trends before forwarding them to the installation commander.

9. INSTALLATION SPONSORSHIP COORDINATOR:

- a. Manages the operations of the Installation Sponsorship Program, and monitors all assignments and reassignments of personnel serviced by AMEDDC&S & FSH.
- b. Reviews Centralized Assignment Procedures (CAP) III cycle received each week and DA Form 5434, Sponsorship Program Counseling and Information Sheets, to determine the need for sponsorships. Monitors responses of the Sponsorship WEB Site of submitted sponsorship requests.
- c. Notifies brigade commander of in-bound and out-bound personnel through the battalion/unit personnel administrative center (PAC).
- d. Immediately notifies the gaining unit to appoint a new sponsor when the newcomer is diverted to another unit, and notifies the losing unit to continue with sponsorship duties until appointment of new sponsor. Ensures the losing unit transfers the sponsorship file and ceases all sponsorship actions once a new sponsor is appointed.
- e. Ensures newcomers are provided a DA Form 7274, Sponsorship Program Survey, to complete along with the Newcomer Sponsorship Satisfaction Survey, upon completion of in-processing. (**NOTE:** To ensure anonymity on the DA Form 7274, do not attach it to the survey. Put it in a separate stack.)
- f. Compiles statistical trends (on a quarterly basis) and sends them to the installation commander for approval.

Upon approval, forwards statistical data to HQ MEDCOM by the 10th workday in April, July, October, and January for the preceding quarter.

g. Informs installation commander of sponsorship program trends.

h. Collaborates with the Relocation Manager (RM) to develop and conduct sponsor training.

i. Initiates information crossflow with other installation organizations and counterparts at MEDCOM Headquarters.

j. Conducts Staff Assistance Visits to units within 60 days after unit PAC assumes his or her position and semi-annually thereafter.

10. THE ACS RELOCATION ASSISTANCE PROGRAM MANAGER:

a. Collaborates with the Installation Sponsorship Coordinator to provide sponsor training and monitor sponsorship statistical trends.

b. Develops sponsor training format and schedule.

c. Provides pre-move counseling, destination information (to include the automated SITES booklet and Map-and-Go information), and overseas orientation briefings. New arrivals will be encouraged to obtain this information from the ACS office at their current organization prior to departure.

d. Responsible for the development and oversight of the newcomers' extravaganza to include frequency, content, coordination of speakers with the legal office Staff Judge Advocate (SJA), scheduling speakers, and survey feedback.

e. Conducts staff assistance visits to units to evaluate sponsorship needs of soldiers.

f. Briefs sponsors on overall program goals, responsibilities, accountability, sponsor checklist, timeliness, and sponsor folder preparation, (including the unit commander's welcome memorandum/letter).

g. Prepares and distributes Installation Welcome packets which include at a minimum, the SITES book and a map of the Installation.

11. UNIT COMMANDERS/FIRST SERGEANTS/SUPERVISORS:

a. Coordinate with the Installation Sponsorship Coordinator to:

(1) Ensure incoming soldiers and civilians are appointed sponsors within 72 hours of receipt of sponsor file and sponsorship checklist. (**NOTE:** Soldiers or civilians projected for duty within a directorate will be sponsored by the directorate.)

(2) Ensure out-going soldiers and civilians receive Levy/Departure briefing within 10 days of assignment/transfer notification.

b. Ensure sponsors have received sponsorship training prior to assuming duties.

c. Ensure sponsor is provided enough time from normal duties to help the newcomer.

d. Ensure compatibility of the sponsor and the newcomer (for example, similar marital status, gender, grade, etc.).

e. Prepare Unit Commander's welcome memorandum/letter for incoming soldiers and civilians.

f. Reviews the completed sponsor folder from the battalion/unit PAC; prior to its return to the HRBC.

12. BATTALION/UNIT PAC:

a. Serves as the point of contact in the battalion/unit for assignment and reassignment notification.

b. Reviews the weekly CAP III and coordinates with installation Sponsorship Program Coordinator for in-bound/out-bound personnel actions.

c. Checks for other inbound/outbound assignment documents (for example, messages, e-mails, etc.) notifying the post of assignment actions.

d. Makes a copy of the assignment instructions, notifies the First Sergeant and unit commander, maintains original in a suspense file, and prepares, distributes, and tracks the Sponsor Folder.

e. Notifies the duty section of the newcomer and of the sponsor requirement. Set suspense of 2 duty days to receive nomination of sponsor from the gaining duty section.

f. Verifies compatibility of the sponsor and the newcomer (for example, similar marital status, gender, grade, etc.).

g. Submits the nomination to the battalion/unit commander with any relevant concerns and clarifications. Upon commander's appointment of a sponsor, advises the supervisor.

h. Schedules sponsor training with the ACS Relocation Assistance Program Manager if sponsor has not been formally trained within the preceding 12 months.

i. Mails the commander's welcome memorandum/letter along with the sponsor's personal letter. (**NOTE:** Depending on the unit commander's preference, the unit PAC may coordinate with the sponsor to include the sponsor welcome letter with the unit commander's welcome memorandum/letter.)

j. In-processes newcomer, assigns mandatory unit appointments, gives him or her DA Form 5123-1-R, Reassignment Record Checklist, and arranges appointment for individual to report to the Welcome Center (Bldg. 367) for installation in-processing.

k. Upon completion of sponsorship requirements, receives sponsor folder back from the sponsor, removes sponsor checklist, DA Form 7274, and sponsorship program critique. Returns items to HRBC Strength Management. This material is subject to the Privacy Act and cannot be maintained by any individual (identification such as, name, social security number, etc.). (**NOTE:** The remaining personal information will be kept in a folder or destroyed along with other incoming personnel information.)

13. SPONSOR'S FIRST SERGEANT OR SUPERVISOR:

a. Ensures the sponsor knows and understands his or her sponsorship responsibilities and that they are official duties.

b. Gives the sponsor the time and support to accomplish sponsorship duties.

c. Introduces the newcomer to the work center's operation and responsibilities.

d. Reviews the sponsor folder and turns it into the unit PAC after all sponsorship responsibilities have been completed.

e. Incorporates sponsorship into the performance evaluation report (when applicable).

14. SPONSOR:

a. Reviews sponsorship responsibilities.

(1) Within 10 days of assignment as a sponsor, makes initial contact with in-bound soldier or civilian to obtain information described on DA Form 5434, Sponsorship Program Counseling and Information Sheet. Informs the newcomer about their responsibilities, establishes sponsorship file, and completes CSFS Form 4293-R, Sponsor's Responsibility Checklist.

(2) Ensures the date of HRBC inbound allocation notice is annotated on the upper right hand corner of the DA Form 5434 in the sponsor folder. (**NOTE:** The initial notification can be the CAP III and/or another document (for example, message, Email, etc.) that notifies the installation of inbound personnel.)

(3) Ensures the date he or she was notified of the sponsor tasking is recorded in the upper left hand corner of the DA Form 5434 in the sponsor folder.

b. Reviews the AMEDDC&S & FSH Sponsor Training Guide, provided in the sponsor folder.

c. Completes two-way contact (preferably by telephone) with the newcomer within 10 days of receipt of sponsor folder and records the date on the sponsor folder. Annotates the information obtained during the communication and places in sponsor folder.

d. Writes a personal memorandum/letter to the newcomer, gives the personalized sponsor memorandum/letter to the unit PAC to be mailed to the newcomer.

e. Verifies information in the sponsor folder and obtains any information on changes in travel plans and needs upon arrival at installation. Assists the newcomer as much as possible with lodging and family needs as requested.

f. Encourages the newcomer to use the losing installation's relocation assistance program.

g. Keeps the battalion/unit PAC advised of newcomer's departure date and arrival date.

h. Collects information requested by the newcomer for inclusion in the sponsor folder. Contacts the Strength Management Branch (SMB) or Installation Relocation Manager for help in obtaining information.

i. Records whether billeting arrangements were made for the newcomer and indicates the date on the sponsor folder.

j. Makes child care arrangements (if required).

- k. Makes kennel or pet arrangements (if required).
- l. Makes arrangements to meet the newcomer and family members on their arrival.
- m. When a newcomer is diverted, follow the procedures below:
 - (1) When a newcomer is diverted to another unit on the installation, the losing unit continues to conduct sponsorship duties until a new sponsor has been appointed.
 - (2) When a new sponsor is designated, the old sponsor turns in the sponsor folder to the battalion/unit PAC who forwards it to the gaining unit for use by the newly appointed sponsor.
- n. Assists newcomer as much as possible to in-process through the Welcome Center and unit.
- o. Gives the newcomer and family members a tour of the installation and community.
- p. Gives the newcomer a tour of the unit and introduces him or her around the duty section. Helps with the settling in process.
- q. Provides feedback to unit commander for Command Inspection Program (CIP).
- r. After all sponsorship duties have been completed, turns in the completed sponsor folder to the unit PAC. This ensures that the unit is aware that sponsor responsibilities have been completed.

15. NEWCOMER:

- a. Provides information as requested on the DA Form 5434.
- b. Keeps the sponsor informed about his or her exact itinerary and relocation needs.
- c. Provides feedback about the effectiveness and satisfaction of his or her sponsorship experience on DA Form 7274 and CSFS Form 4293-R.

16. GEOGRAPHICALLY SEPARATED UNITS. In an AMEDDC&S & FSH serviced organization geographically separated from the supporting HRBC, sponsorship duties are performed by the unit PAC or administrative personnel as designated by the commander.

a. Gaining Installation:

(1) Develops a list of base and local resources (to include phone numbers and operating hours) for inclusion in the sponsor folder.

(2) Conducts sponsor training. (The activity commander will designate an individual to conduct sponsorship training.)

(3) Provides a relocation service information memorandum/letter to the sponsor for inclusion in the initial sponsor package. This is a memorandum/letter to the newcomer explaining the relocation services available. As a minimum, this memorandum/letter should include information on the following:

(a) Provides a copy of the Standard Installation Topic Exchange Service (SITES) booklet, if available.

(b) Provides a travel map and other automated relocation database information.

(4) Responds to sponsor or newcomer inquiries in a timely manner (preferably within 3 duty days).

(5) Through partnership with the AMEDDC&S & FSH Installation Sponsorship Coordinator, provides assistance to short-notice assignment personnel (that is, 60 days or less notification).

(6) Coordinates with the AMEDDC&S & FSH Installation Sponsorship Coordinator and Relocation Manager to ensure sponsor training is accomplished.

b. Losing Installation:

(1) Provides a pre-departure briefing about newcomer responsibilities and what to expect from a sponsor.

(2) Replies to relocation inquiries in a timely manner (preferably within 3 duty days).

(3) Through partnership with the HRBC strength management personnel, provides assistance to personnel departing on short-notice assignments (that is, with 60 days or less notification).

17. OTHER POST AGENCIES:

a. Responds to requests for information and support for relocating personnel and their family members in a timely manner (preferably within 3 days of a request).

b. Participates in the Newcomers' Extravaganza as directed by the installation commander.

Section B - Training

18. COMMANDERS. The Director, HRBC, is responsible for providing sponsorship training to commanders at staff calls or commander's conferences conducted on AMEDDC&S & FSH. At these meetings the Director, HRBC will:

a. Give an overview of the AMEDDC&S & FSH Sponsorship Program.

b. Give an analysis of the AMEDDC&S & FSH sponsorship statistical trends.

c. Explain the role of leadership in creating an effective sponsorship program.

19. BATTALION/UNIT PACs. The Battalion/Unit PACs will become familiar with the following regulations to assist them in the AMEDDC&S & FSH Sponsorship Program:

a. The AR 600-8-8, 1 July 1993, The Total Army Sponsorship Program.

b. The AR 608-1, 30 October 1990, Army Community Service Program.

c. The AR 614-100, 17 Sept 1990, Officer Assignment Policies, Details and Transfers.

d. The AR 614-200, 31 June 1990, Selection of Enlisted Soldiers for Training Assignments.

e. The AR 55-46, 20 June 1994, Travel of Dependents and Accompanied Military and Civilian Personnel to, from, or Between Overseas Areas.

f. The AR 210-51, 1 July 1983, Army Housing Referral Service Program.

Section C - Evaluation

20. SPONSORSHIP PROGRAM EVALUATION:

a. The AMEDDC&S & FSH Sponsorship Program is an essential element in the smooth transition of arriving personnel throughout the command. It is where many impressions of the "First Command"

and the Army are made for thousands of Army personnel and their families. The AMEDDC&S & FSH Sponsorship Program provides commanders at every level with ready, able, and willing newcomers.

b. Measurements (statistical trends) of the AMEDDC&S & FSH Sponsorship Program have been developed. These measurements are designed to:

(1) Provide AMEDDC&S & FSH leadership with critical and pertinent information about the "health" of the program.

(2) Increase understanding of the program, how and where it can be improved.

(3) Enable commanders to tailor their program to achieve specific strategic objectives for mission accomplishment.

c. The ISC will provide quarterly reports on the AMEDDC&S & FSH Sponsorship Program statistical trends to the Director, HRBC, which will be briefed to the Garrison Commander. These indicators encompass two areas--sponsorship contact efficiency and sponsorship program effectiveness.

RELATED REFERENCES

1. AR 600-8 Military Personnel Management.
2. AR 600-8-8 The Total Army Sponsorship Program.
3. AR 600-8-101 Personnel Processing (In-and-Out and Mobilization Processing).
4. AR 210-51 Army Housing Referral Service Program.
5. AR 55-46 Travel Overseas.
6. AR 608-1 Army Community Service Program.
7. AR 614-100 Officers Assignment Policies, Details and Transfers.
8. AR 614-200 Enlisted Assignments and Utilization Management.

APPENDIX D
AMEDDC&S AND FORT SAM HOUSTON NEWCOMER SPONSORSHIP
SATISFACTION SURVEY

(For use of this form, see AMEDDC&S & FSH Reg 612-2; the proponent is MCCC-BHR)

DO NOT PUT YOUR NAME, GRADE AND/OR ORGANIZATION ANYWHERE ON THIS FORM

Please place an "X" in the block corresponding to the response that best describes your experiences and thoughts about the AMEDDC&S and Fort Sam Houston Sponsorship Program. WE WANT TO GUARANTEE YOUR ANONYMOUS FEEDBACK.

Date: _____

1. IDENTIFY YOUR STATUS HERE AT FORT SAM HOUSTON.

____ PERMANENT PARTY ____ STUDENT ____ OTHER (SPECIFY) _____

2. I WAS MADE AWARE OF MY SPONSOR'S RESPONSIBILITIES PRIOR TO DEPARTURE FROM MY LAST INSTALLATION.

____ STRONGLY AGREE ____ AGREE ____ SOMEWHAT AGREE ____ DISAGREE ____ STRONGLY DISAGREE
____ I DID NOT WANT OR NEED A SPONSOR (IF YOU CHOSE THIS ANSWER SKIP THE REMAINDER OF SURVEY.)
____ I WAS NOT BRIEFED ON MY SPONSOR'S RESPONSIBILITIES.

3. THE INFORMATION IN MY SPONSOR PACKAGE WAS VERY HELPFUL.

____ STRONGLY AGREE ____ AGREE ____ SOMEWHAT AGREE ____ DISAGREE ____ STRONGLY DISAGREE
____ I DID NOT RECEIVE A SPONSOR PACKAGE.

4. SPONSOR WAS AVAILABLE TO ASSIST ME WITH MY RELOCATION.

____ STRONGLY AGREE ____ AGREE ____ SOMEWHAT AGREE ____ DISAGREE ____ STRONGLY DISAGREE
____ I HAD NO SPONSOR EVEN THOUGH I ASKED FOR ONE.

5. MY SPONSOR SENT ME A PERSONALIZED SPONSOR PACKAGE WHICH MET MY/MY FAMILY'S NEEDS.

____ STRONGLY AGREE ____ AGREE ____ SOMEWHAT AGREE ____ DISAGREE ____ STRONGLY DISAGREE
____ I DID NOT RECEIVE A PERSONALIZED SPONSOR PACKAGE.

6. SPONSOR WAS RESPONSIVE TO ALL MY RELOCATION NEEDS (to include EFMP, transportation, housing, arriving from overseas, schools/education, family member employment, etc.).

____ STRONGLY AGREE ____ AGREE ____ SOMEWHAT AGREE ____ DISAGREE ____ STRONGLY DISAGREE
____ I HAD NO SPONSOR EVEN THOUGH I ASKED FOR ONE.

7. SPONSOR WAS GENUINELY CONCERNED ABOUT MY NEEDS.

____ STRONGLY AGREE ____ AGREE ____ SOMEWHAT AGREE ____ DISAGREE ____ STRONGLY DISAGREE
____ I HAD NO SPONSOR EVEN THOUGH I ASKED FOR ONE.

8. SPONSOR FACILITATED THE IN-PROCESSING INTO THE INSTALLATION.

☐ STRONGLY AGREE ☐ AGREE ☐ SOMEWHAT AGREE ☐ DISAGREE ☐ STRONGLY DISAGREE

☐ I HAD NO SPONSOR EVEN THOUGH I ASKED FOR ONE.

9. MY SPONSOR HELPED ME BECOME FAMILIAR WITH THE INSTALLATION AND LOCAL COMMUNITY.

☐ STRONGLY AGREE ☐ AGREE ☐ SOMEWHAT AGREE ☐ DISAGREE ☐ STRONGLY DISAGREE

☐ I HAD NO SPONSOR EVEN THOUGH I ASKED FOR ONE.

10. I WAS MADE AWARE BY MY SPONSOR OF RELOCATION RESOURCES AVAILABLE TO ME AT MY NEW DUTY STATION PRIOR TO PCS.

☐ STRONGLY AGREE ☐ AGREE ☐ SOMEWHAT AGREE ☐ DISAGREE ☐ STRONGLY DISAGREE

☐ I HAD NO SPONSOR EVEN THOUGH I ASKED FOR ONE.

11. IT IS CLEAR THE SPONSORSHIP PROGRAM IS IMPORTANT TO MY UNIT.

☐ STRONGLY AGREE ☐ AGREE ☐ SOMEWHAT AGREE ☐ DISAGREE ☐ STRONGLY DISAGREE

12. IT IS CLEAR THE SPONSORSHIP PROGRAM IS IMPORTANT TO THE LEADERSHIP ON THIS INSTALLATION.

☐ STRONGLY AGREE ☐ AGREE ☐ SOMEWHAT AGREE ☐ DISAGREE ☐ STRONGLY DISAGREE

13. MY NEEDS (AND THE NEEDS OF MY FAMILY) WERE MET DURING THIS RELOCATION.

☐ YES ☐ NO IF NO, EXPLAIN THE PROBLEM

14. THE SPONSORSHIP PROGRAM WAS EFFECTIVE IN REDUCING THE STRESS OF THIS RELOCATION FOR ME (AND MY FAMILY).

☐ STRONGLY AGREE ☐ AGREE ☐ SOMEWHAT AGREE ☐ DISAGREE ☐ STRONGLY DISAGREE

☐ I HAD NO SPONSOR EVEN THOUGH I ASKED FOR ONE.

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15. THE SPONSORSHIP PROGRAM CONTRIBUTED TO MY BEING "MISSION-READY" IN A MINIMUM AMOUNT OF TIME.

☐ STRONGLY AGREE ☐ AGREE ☐ SOMEWHAT AGREE ☐ DISAGREE ☐ STRONGLY DISAGREE

☐ I HAD NO SPONSOR EVEN THOUGH I ASKED FOR ONE.

16. MY SPONSOR WAS COMPATIBLE - SIMILAR IN GRADE AND MARITAL STATUS.

☐ STRONGLY AGREE ☐ AGREE ☐ SOMEWHAT AGREE ☐ DISAGREE ☐ STRONGLY DISAGREE

☐ I HAD NO SPONSOR EVEN THOUGH I ASKED FOR ONE.

17. I WAS SATISFIED WITH MY SPONSOR'S OVERALL PERFORMANCE.

☐ STRONGLY AGREE ☐ AGREE ☐ SOMEWHAT AGREE ☐ DISAGREE ☐ STRONGLY DISAGREE

___ I HAD NO SPONSOR EVEN THOUGH I ASKED FOR ONE.

18. OVERALL, I WAS SATISFIED WITH THE INSTALLATION SUPPORT AGENCIES (e.g., guest housing, finance, transportation, in/out processing, vehicle registration, education office, medical/dental, etc.).

___ STRONGLY AGREE ___ AGREE ___ SOMEWHAT AGREE ___ DISAGREE ___ STRONGLY DISAGREE

19. IF YOU COULD MAKE ANY IMPROVEMENTS IN THE SPONSORSHIP PROGRAM WHAT WOULD THEY BE?

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APPENDIX E FSH SPONSOR TRAINING GUIDE

WHAT IS SPONSORSHIP? A continuous process of providing information and assistance to the relocating personnel and their family members from the time they receive their new duty assignment until they are settled in their new community.

WHY DO YOU (AS A SPONSOR) NEED TRAINING?

1. A positive relocation experience is linked to a positive attitude toward work and duty station.
2. Accurate information and helpful assistance reduce stress associated with change.
3. Experience as a sponsor, or being sponsored, is insufficient training for effective sponsorship.

SPONSOR RESPONSIBILITIES. Your responsibilities are as follows:
(**NOTE:** These are official duties.)

1. Complete Sponsor Checklist.
2. Ensure the battalion/unit PAC provides you with the sponsor folder. Contents of the folder should include:
 - a. Notification of your assignment as a sponsor.
 - b. Sponsor Training Guide.
 - c. Sponsor Checklist.
 - d. DA Form 5434, Sponsorship Program Counseling and Information Sheet.
 - e. Resources and Referrals. Examples include local phone number listing, emergency numbers, utilities, child development center, schools, housing office, family support center, base command post, etc. See the SITES book quick reference list for other examples including hours of operation.
 - f. Correspondence and Documentation. Examples include a copy of orders, copy of billeting reservation, copies of memorandums/ letters, messages, Emails, faxes, etc.
3. Ensure the battalion/unit PAC records the date you were provided the inbound allocation notice, sponsorship notification, and/or other document (e.g., message, Email, etc.) notifying the installation of inbound personnel on DA Form 5434 in the sponsor folder.

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4. Ensure the battalion/unit PAC records the date you were notified of your sponsor tasking on DA Form 5434 in the sponsor folder.

NOTE: The date of sponsor notification is critical to the sponsorship timeline monitored by HQDA. The installation commander is required to track the time it takes to appoint a sponsor and for the sponsor to begin performing his or her duties. It is important for the sponsor, supervisor, and battalion/unit PAC to agree on the date of sponsor notification.

5. Review this guide in the sponsor folder.
6. Attend sponsor training as instructed by the Installation Commander.

**YOU ARE RESPONSIBLE
FOR ENSURING NEWCOMERS ARRIVE
FEELING LIKE MEMBERS OF THE TEAM**

7. Make two-way personal contact with newcomer within 3 duty days of assignment as a sponsor. (NOTE: For notification of less than 60 days, the DA standard is 3 days from the date of the assignment instruction notice, CAP III, and/or other document (e.g., message, Email, etc.) notifying the installation of inbound personnel is received until two-way communication is accomplished). Refer to **Making Initial Contact - The Telephone Call** below.

MAKING INITIAL CONTACT -THE TELEPHONE CALL

- a. Be honest, be constructive, be positive.
- b. Introduce yourself and welcome the newcomer.
- c. It isn't enough to say, "Let me know what you need." Be PROACTIVE! The needs of each newcomer and family member will tailor your assistance to respond to them.
- d. Confirm data about the newcomer (name, grade, work and home mailing addresses, work and home telephone numbers, fax, Email, accompanied or unaccompanied, etc.).
- e. Ask for the information needed to complete the Newcomer/Sponsor Contact Sheet. Try to get as much information as possible at that time. If the newcomer hasn't submitted a DA Form 5434, fax it to him or her.

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- f. Ask the newcomer to keep you informed of any changes in plans.
- g. Provide the following information to the newcomer:
 - (1) Your name, grade, work number, home number, email address, home address, and fax numbers; supervisor's name, telephone, fax numbers, and Email address.
 - (2) First sergeant's name, telephone number, fax numbers, and Email address.
 - (3) Unit commander's name, telephone number, fax numbers, and Email address.
 - (4) Battalion/unit PAC's telephone number, fax numbers, and Email address.
- h. Encourage the newcomer to visit ACS on his or her installation for information. Up-to-date information about the gaining installation is available through the SITES booklet. (This information is also available on the World Wide Web at

www.dmdc.osd.mil/sites/.). In addition, a video of each installation should be available at the ACS.

8. Make sure you make the newcomer feel you want to help him or her and family members. (Refer to **Assess the Needs of the Newcomer and Family** below).

ASSESS THE NEEDS OF THE NEWCOMER AND FAMILY

9. Quality customer service is the hallmark of a successful organization, and good sponsorship is quality customer service. Below are some pointers about being responsive and making the newcomer feel like an important part of your team.

a. **LISTEN.** Many times a newcomer can reduce stress associated with a move by merely talking to someone "already there" who cares.

b. **DETERMINE THE NEED AND MEET IT.** Sometimes newcomers don't know what they need, so when they answer "nothing," be curious, but don't go overboard either.

c. **BE A SPONSOR TO THE ENTIRE FAMILY.** Ask questions about the newcomer's family and their background. Get spouses or children involved by speaking and writing to them, or invite your family to do so.

d. **IF YOU MISS A CALL, ALWAYS CALL BACK THE SAME DAY.** You can even call the newcomer at home. This is considered an

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official call, which can be placed through the newcomer's installation operator using DSN-OFFNET. Tell the newcomer whom to call if you are going TDY or will otherwise be unavailable for a period of time.

e. **BE OPEN AND HONEST, BUT STAY POSITIVE.** Let the newcomer form his or her own impressions about the unit, installation, and local area.

f. **IF YOU CAN'T RESPOND TO YOUR NEWCOMER'S NEEDS, GET HELP.** Your supervisor, first sergeant, and IRM are ready to help you. Don't despair if this is your first time as a sponsor; there is plenty of help available.

g. **KEEP IN MIND THAT BEING A SPONSOR IS NOTHING MORE THAN BEING A FRIEND.** To understand your basic responsibility as a sponsor, simply think of the kind of help you would want if you were making a move. (Do unto others...)

h. **BE AN ACTIVE, RESPONSIVE SPONSOR.** Ignoring a problem doesn't make it go away, and it could have a devastating effect on the person or family you are sponsoring. If you don't know

how to respond to a particular issue, get help from your supervisor, first sergeant, commander, or the IRM.

10. Provide a copy of the completed Newcomer/Sponsor Contact Survey to the supervisor and advise the PAC within 1 workday of initial contact.

11. Confirm a welcome memorandum/letter from the unit commander has been sent to the newcomer or include the memorandum/letter in the sponsor package.

12. Collect information requested by the newcomer for inclusion in the sponsor package. Contact the IRM and/or the battalion/unit PAC for help in obtaining package contents.

- Examples are: information on exceptional family member program, humanitarian, foreign-born family member, real estate or rental needs, first term, overseas, schools/education, family member employment, and sports sign-up dates.

13. Write a personal letter to the newcomer for inclusion in the sponsor package. The first letter to the newcomer will be coordinated through the supervisor and mailed after the first telephone contact, but no later than 5 working days after the organization receives the sponsorship file. The battalion/unit PAC will provide the suspense date. A copy of the correspondence will be placed in the sponsor folder.

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14. Ensure the sponsor package contains a personal memorandum/letter from you and a welcome memorandum/letter from the unit commander with copies of the newcomer's responsibilities and Newcomer/Sponsor Contact Survey. (These may be sent under separate cover at the commander's discretion.)

15. Annotate the date the sponsor package was mailed on the DA Form 5434 and advise the battalion/unit PAC of the date.

NOTE: The sponsor package may be sent through the US Postal System; it must be sent first class because it contains letters. Every attempt should be made to customize the sponsor package. Experience shows that a package filled with large amounts of unnecessary information results in the newcomer rejecting the whole package as useless.

PREPARING FOR THE NEWCOMER'S ARRIVAL:

16. Provide postal mailing address (if desired).

The newcomer may have mail forwarded to:

Grade and Name

General Delivery
Post, State Zip Code

17. On the Sponsor Checklist at Phase II, record whether billeting arrangements were made for the newcomer and indicate the date.

18. Make kennel or pet arrangements (if required). Frequently, installation guest quarters do not allow pets and have no available kennel facilities. Newcomers may need help obtaining kennel facilities for a month or more.

19. Make child care arrangements (if required) or provide a list of child care agencies and telephone numbers to the newcomer. Finding child care is difficult for a new arrival. This is particularly critical for single parents and dual-military couples.

20. Make arrangements to meet the newcomer and family members on their arrival.

**YOU ARE RESPONSIBLE FOR ENSURING
NEWCOMERS AND THEIR FAMILIES
HAVE A POSITIVE FIRST IMPRESSION!**

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21. Make an appointment for the newcomer to in-process through the unit.

22. Ensure the newcomer meets his/her appointment for installation in-processing.

ARRIVAL OF THE NEWCOMER:

23. Personally meet the newcomer and family members on their arrival in the area. If TDY, exercises, or work schedules will interfere with this, discuss it with your supervisor. An alternate may be selected to greet them.

24. If the newcomer and family members are arriving by bus or airplane, meet them at their arrival location.

a. Find out ahead of time whether special transportation is needed (e.g., is a family member wheelchair-bound and are they traveling with pets).

b. Welcome the newcomer and family members and help with their luggage.

c. If they are renting a vehicle, ensure they are able to acquire one.

d. Help them get to their reserved lodging facility; take or escort them.

e. Help them settle in.

f. Offer to take them out for a meal (optional).

g. Ensure their needs are met and plans for the next few days are set before you depart.

25. If the newcomer and family members are arriving by personal vehicle, arrange a time to greet them on the day of (or day after) their arrival.

26. Accompany the newcomer to the duty section and Welcome Center.

27. Provide the newcomer with a tour of the unit and introduce him or her around the duty section. **If possible, organize a unit "WELCOME."**

28. Provide the newcomer and family members with a tour of the base and community.

a. Make sure the newcomer checks with the housing office before renting or buying a house.

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b. Introduce the newcomer and family members to the IRM. (Prearrange the time with the IRM.)

c. Encourage the spouse to accompany the newcomer to the Newcomers' Extravaganza. They will experience a warm welcome, become more familiar with the local community, and make friends with others new to the installation.

d. Provide the newcomer (and family members) with an installation map. The post tour should include ACS, the Welcome Center, Brooke Army Medical Center and Troop Medical Clinic, Child Development Center, Youth Center, fitness center, Dining Facility, Commissary, and other organizations of interest to the newcomer and their family. The community tour should include locations of utility companies, where to obtain driver's licenses, and purchase car tags.

29. Follow up with telephone calls or visits to see if the newcomer and family members have a need for any additional help, information, etc.

FEEDBACK ON SPONSORSHIP PROGRAM:

30. Provide feedback on the sponsorship program on Phase IV of the Sponsor Checklist as follows:

- a. Verify whether the address initially provided for the newcomer is correct.
- b. Annotate the date of receipt of the sponsor folder.
- c. Identify problems encountered in collecting information for the personalized sponsor package.
- d. Identify problems encountered in completing sponsorship responsibilities.
- e. Indicate whether the newcomer responded to sponsorship efforts.
- f. Identify limitations encountered in conducting sponsorship responsibilities.
- g. Make recommendations for improving the sponsorship program.

31. Upon completion of sponsorship duties, give the sponsor folder to the supervisor, who will forward it to the unit PAC.

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APPENDIX B

SHORT-NOTICE SPONSORSHIP:

The FSH definition of a short-notice assignment is 60 days or less from CAP III, assignment instructions, and/or other document (e.g., message, Email, etc.) notifying the installation of inbound personnel at the gaining Military Personnel Service Center until the RNLTD. By the nature of the situation, persons with this type of assignment need special attention. With leave or TDY en route common to PCS personnel, the newcomer may already be ready to depart from his or her losing unit. Therefore, rapid contact is critical. The FSH standard for two-way contact between the gaining unit and newcomer is 3 days. This may prevent the normal sequence of events and require ISC to expedite obtaining critical information, such as arrival date, transportation means, required billeting arrangements, pet or child care needs, and leave address or telephone number. The sponsor can complete remaining sponsorship duties upon receipt of sponsor folder.

SPECIAL CONSIDERATIONS:

1. Exceptional Family Member Program (EFMP). If the newcomer has an exceptional family member, the sponsor may make an appointment with the EFMP program manager to discuss "sensitivity to family needs."

2. First Termers. Relocation is a new experience for first termers so you should take more time and make an extra effort to familiarize them with installation resources.

3. Overseas Returnees:

a. Returning to the continental United States after being overseas for several years can be a culture shock.

b. The newcomer may have married a foreign-born spouse on his or her recent tour, and the spouse may need a translator or special orientation to our culture.

c. Transportation is certain to be an issue.

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SPONSOR'S RESPONSIBILITY CHECKLIST #1

(For use of this form, see AMEDDC&S & FSH Reg 612-2; the proponent is MCCS-BHR)

Your responsibilities as a sponsor are official duties. You are the most important link in the FSH Sponsorship Program. You have an opportunity to make an important contribution to someone's perception of this command and the Army by being as helpful as possible during this important transition.

The FSH standard is 10 duty days from the initial assignment notification until you make the first two-way communication (3 duty days for short notice PCS). Your unit commander has informed you on the importance of meeting this suspense - it is a critical standard which will be measured.

This checklist is to be completed in phases by you and a copy given to the battalion/unit PAC (via your supervisor) once your sponsorship responsibilities are completed. It is mandatory that you complete all applicable items in full - a single check mark is not sufficient. Please attach all records of communication (e.g., faxes, Emails, letters, etc.)

In case you have specific questions about your sponsorship responsibilities, contact your battalion/unit PAC NCO.

NAME OF SPONSOR

ORGANIZATION

PHASE I. ADMINISTRATIVE ISSUES**DATE**

1. Initial notification of assignment received by the post. (To be completed by PAC) _____
2. Notified of selection as sponsor. (To be completed by PAC) _____
3. Sponsor made two-way communication with newcomer. (To be completed by sponsor and reported to PAC) _____

PHASE II. PRE-ARRIVAL SUPPORT (To be completed by sponsor)

1. DA Form 5434, Sponsorship Program Counseling and Information Sheet received/completed. (Keep PAC informed of departure and arrival dates.) _____
2. Sponsor packet mailed. _____
3. Personal welcome letter sent. _____
4. Unit commander/CSM memorandum sent. (Coordinate with PAC) _____

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- | | YES | NO |
|--|-------|-------|
| 5. Billeting arrangements made. | _____ | _____ |
| 6. General delivery mailing address provided. | _____ | _____ |
| 7. Obtained and provided newcomer-requested information. | _____ | _____ |
| 8. Provided child care information. (If required) | _____ | _____ |
| 9. Made kennel/pet arrangements. (If required) | _____ | _____ |
| 10. Provide special needs information to newcomer (e.g., EFMP, compassionate, foreign-born spouse info, real estate/rental info, schools/education, sports info, family member employment, overseas returnees, and first term assistance). | _____ | _____ |
| 11. Arrangements made to meet the newcomer/family upon arrival. | _____ | _____ |

PHASE III. NEWCOMER ARRIVAL

- | | | |
|--|-------|-------|
| 1. Met the newcomer upon arrival. | _____ | _____ |
| 2. Made appointment for newcomer to in-process through the Welcome Center. | _____ | _____ |
| 3. Assisted newcomer in in-processing into the unit. | _____ | _____ |
| 4. Introduced the newcomer around the duty section. | _____ | _____ |
| 5. Provided newcomer a tour of duty section/building. | _____ | _____ |
| 6. Provided newcomer/family tour of post and community. | _____ | _____ |

PHASE IV. FEEDBACK ON SPONSORSHIP PROGRAM

1. Address/phone number of the newcomer provided to you by the PAC was correct? _____
2. Newcomer was responsive to my efforts at sponsorship. _____
3. Date you were provided sponsor folder. DATE _____

4. What difficulties did you have obtaining support to carry out your responsibilities as a sponsor?

5. What limitations did you encounter as a sponsor (e.g., TDY, no vehicle, HHQ tasking, and asked to respond to an unreasonable request)?

6. What difficulties did you have in building a customized sponsor package?

7. If you could make any improvements in the sponsorship program, what would they be?

DATE SUBMITTED TO SUPERVISOR _____ SUPERVISOR'S SIGNATURE: _____

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(MCCS-BHR-SM)

FOR THE COMMANDER:

OFFICIAL: /S/
LUCY S. PEREZ
Secretary of the General Staff

/S/
MICHAEL J. REDWINE
MAJ, AG
Adjutant General

DISTRIBUTION:
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